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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/247,893	02/10/1999	THOMAS J. EDWARDS	660001.479	8170

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SHERIDAN ROSS P.C.
1560 BROADWAY, SUITE 1200
DENVER, CO 80202

EXAMINER

DEANE JR, WILLIAM J

ART UNIT	PAPER NUMBER
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2614

DATE MAILED: 07/27/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Election/Restrictions

DETAILED ACTION

Restriction to one of the following inventions is required under 35 U.S.C. 121:

- I. Claims 97 - 136, drawn to a method of determining if an agent should service work items of a first work type in a work processing facility, classified in class 379, subclass 379/265/12.
- II. Claims 137- 150, drawn to servicing work items of a work type and states of a contact center, classified in class 379, subclass 379/266.
- III. Claims 165 - 178, drawn to a system for determining composite preference value, classified in class 709, subclass 226.

The inventions are distinct, each from the other because of the following reasons:

Inventions of Group I, Group II and Group III are unrelated. Inventions are unrelated if it can be shown that they are not disclosed as capable of use together and they have different designs, modes of operation, and effects (MPEP § 802.01 and § 806.06). In the instant case, Group II deals a contact center which determines and selects a state of the contact center among a plurality of differing contact centers states, while the Invention of Group I is a method to determine if an agent should service a work item of a first work type, and Group III deals with assigning an agent to a work type based on composite preference values.

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to William J. Deane whose telephone number is (571) 272-7484. The examiner can normally be reached on Flex.

The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

23July2006


WILLIAM J. DEANE, JR.
PRIMARY EXAMINER